

DMV Modernization Project Overview

Idaho
Transportation
Department



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Vision, Objectives & Exit Criteria

DMV Services Anytime, Anywhere

- Increase options for service delivery and expand locations
- Stable, Flexible & Scalable Operations
- Responsible stewards of public funds

Exit Criteria

- Whenever possible, services are available 24/7
- All services are available @ any state approved locations using multi-modal service deliveries
- Network, storage, hardware and software infrastructure are in place to support the service delivery model
- Resources are training to maintain technical infrastructure and operational procedures including quality assurance are in place.
- Procedures are in place to allow legislated requirements/rules mandated edits, etc. – to be made dependably and easily
- A project management structure is in place to ensure projects are completed on time and on budget
- A structure is in place to ensure that systems are designed to maximize operability, scalability, and transportability



Vision, Objectives, & Exit Criteria

One Person - One Record

- **Ensure accurate and timely information for customers when accessing DMV services**
- **Provide on-demand, accurate information for those responsible for public safety**
- **Develop a customer-centric system that integrates all DMV, related ITD, and inter/intrastate information**

Exit Criteria

- **DMV information is accurate and provided timely to all authorized users. There is only one record per person listing all their current information.**
- **A quality assurance process is place to monitor accuracy and timelines of information**



Vision, Objectives, & Exit Criteria

Safeguard our Customers, Secure our Technology

- **Partner with those responsible for public safety to:**
 - **Ensure our resources are secure, equipped, and ready to meet the needs of our customers**
 - **Ensure that only responsible drivers are driving**
 - **Ensure only safe vehicles are on the road**
- **Provide secure information systems that protect personal information**

Exit Criteria

- **Only authorized data is allowed in and out of our communications network**
- **Policy and procedures are in place for retention and secure disposal of electronic and paper documents**
- **Service delivery locations have adequate communication infrastructure to meet their safety and security needs**
- **Security policy and procedures are in place that allows only authorized users to have access to our information**



Vision, Objectives, & Exit Criteria

Safeguard our Customers, Secure our Technology - Exit Criteria (cont.)

- **DMV collects driving records, tests, court actions and other pertinent records from all jurisdictions, in accordance with laws and rules, to determine if a driver is eligible to operate any motor vehicle.**
- **DMV requires adherence to Federal and State Rules and Regulations for vehicle equipment through State and Federal programs, to ensure that only safe vehicles are on the road.**
- **All POE's are secure and equipped to monitor and enforce applicable regulations and meet the needs of customers**
- **Quality assurance and training procedure are in place to ensure compliance with the above statements**



Guiding Principles

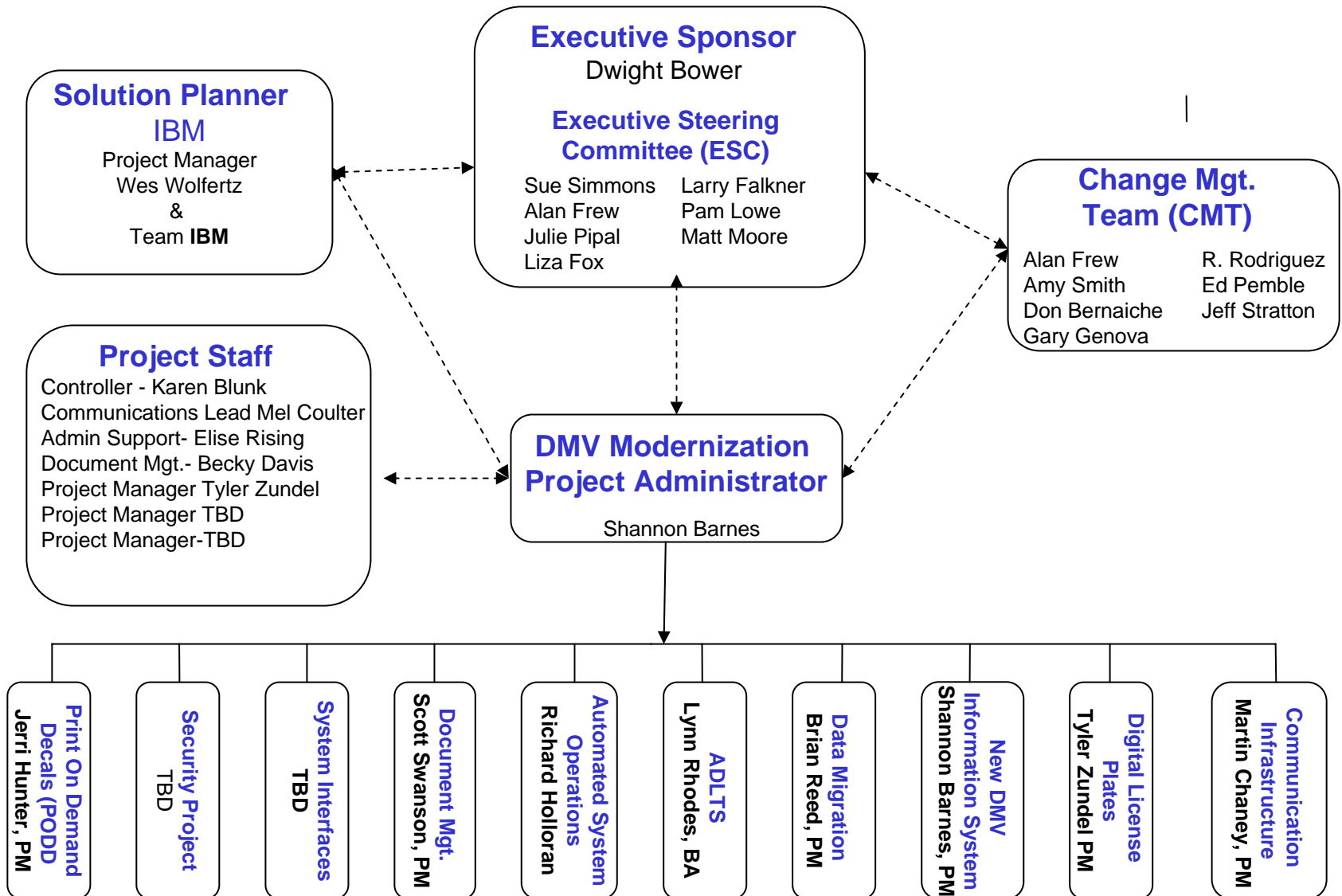
The following principles will be a guide to the project leadership and staff as we plan and make decisions throughout the project.

We will:

- ✓ **Implement the new service delivery model in phases, continually adding value to the business and improving operations.**
- ✓ **Automate business processes when it will result in increased management and staff efficiency and enhanced decision-making.**
- ✓ **Begin immediately to adjust existing business practices for ourselves and our partners to ensure a successful transition to the new service delivery model.**
- ✓ **Involve stakeholders in the decision-making process whenever there is an impact to their operations.**
- ✓ **Whenever reasonable, utilize and comply with existing federal, AAMVA, and ITD technology, policy, and procedure standards.**
- ✓ **Partner with public and private sources to maximize the use of public funds.**
- ✓ **Sustainable and flexible information systems that will meet the future needs of DMV employees and customers**



Project Organizational Structure





Scope of the Project

- ✓ **Automated Drivers License Testing System -10/06**
- ✓ **Print On Demand Registration & Decals-1/07**
- ✓ **Digital License Plates**
- ✓ **Upgrade Security & Communication Infrastructure at County & POE sites**
- ✓ **Real ID Policy and Implementation**
- ✓ **New Information System for Commercial Vehicles, Drivers & Vehicle Services**
- ✓ **Document and Content Management**
- ✓ **Modernize Accounts Payable and Accounts Receivable**
- ✓ **Business Continuity and Security Policy & Procedures**
- ✓ **Enterprise Architecture Standards**



Scope for ITD DMV Modernization

No.	Scope Statement	
Enterprise Requirements		
1.	Document and Content Management - Scanning, transmission, storage and retrieval of documents to and from service delivery sites	
2.	State Web Portal that increases the number and availability of online services	
3.	Business continuity plans for all DMV service locations and information systems	
4.	An alert system that sends messages to service delivery centers	
5.	Centralized customer database that ties a customer to their vehicle, their credentials, and their safety record	
6.	On-Line Help that will allow employees to search federal and state statutes, policies, and procedure	



Scope for ITD DMV Modernization

No.	Scope Statement	
Enterprise Requirements		
7.	On-line verification of customer, vehicle, judicial, and other DMV information (e.g. insurance, Federal, State, address, data sources)	
8.	Forms and Correspondence Generation, including bar-coding	
9.	General Reporting Capability (Scheduled and Ad-hoc	
10.	Self service delivery methods such as kiosks, IVR	
11.	The ability to validate the customers address (physical location) to validate the address provided and ensure the accurate distribution of highway funds	
12.	Inventory Control Systems	



Scope for ITD DMV Modernization

No.	Scope Statement
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Financial Services	
1.	Accept, manage, track and audit the funds received for services and products
2.	Automated billing process
3.	Automated refund process



Scope for ITD DMV Modernization

No.	Scope Statement	
Vehicle Services		
1.	New vehicle services system that provides timely and accurate information for vehicles	
2.	Timely, on-line two-way integration with national databases (NMVTIS)	
3.	Built-in intelligence to automatically generate uniquely numbered license plates	
4.	Ability to perform and accept electronic inter/intrastate vehicle transactions	
5.	On demand vehicle registration and decal printing at service delivery locations	
6.	Digital license plates for all vehicles	



Scope for ITD DMV Modernization

No	Scope Statement	
Technical Infrastructure		
1.	Communication network infrastructure to support new service delivery model	
2.	Security (physical and application) policies and procedures	
3.	Enterprise architecture standards for hardware, software & data	
4.	Operational hardware and software to support new service delivery model	



Scope for ITD DMV Modernization

No	Scope Statement
Driver Services	
1	New driver services info system that issues and maintains credentials and records
2.	Fraud protection through improved tools
3.	Centralized processing and distribution of driver's licenses and ID cards
4.	Electronic, secure, real-time, identity verification (combine with number 2)
5.	Electronic capture and reporting of orders and violations from courts and additional sources
6.	Automate the administration of knowledge testing and monitoring of skills testing
7.	Real ID policy & procedure development
8.	Inter/intrastate transmission of digital images



Scope for ITD DMV Modernization

No	Scope Statement
Ports of Entry	
1.	Automated permits, credentials, and citations
2.	Security cameras & generators for POE's to meet security needs
3.	Expansion of weigh-in-motion systems to all existing POE's that are integrated with other relevant systems
4.	POE's have the infrastructure capability to provide DMV services
5.	Wireless internet access at the POE's



Scope for ITD DMV Modernization

No	Scope Statement
Commercial Vehicle Services	
1.	Integration of systems (511, traffic management) to improve the efficiency of permit issuance
2.	Commercial vehicle system that issues and monitors inter/intrastate vehicle credentials (International Registration Plan- IRP)
3.	Automated inquiry, retrieval, monitoring and reporting of customer and vehicle Information from inter/intrastate sources such as CVISN, PRISIM and Title and Registration databases